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|  | |  |  |  | | --- | --- | --- | |  |  |  |   **Jayesh Raj (SALESFORCE ADMIN)**  Noida India  |  +919717574269  |  jayeshrajsfdc@gmail.com |

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**Summary**

A highly skilled and experienced Salesforce Admin with 4 years of expertise in designing, implementing, and maintaining Salesforce solutions. Proficient in customizing and optimizing Salesforce for various business needs, with a strong focus on maximizing efficiency and user adoption. Demonstrated success in automating processes, creating reports and dashboards, and integrating third-party applications. Proven ability to collaborate with cross-functional teams and stakeholders to deliver high-quality solutions that drive business growth. Looking to leverage my technical skills and industry knowledge to contribute to the success of a dynamic organization.

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**Personal Information**

Salesforce Admin/ Developer

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**Skills**

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| * CRM workflow development * API Development * Salesforce development and design * Agile Methodology * Salesforce APEX and Visualforce * Apex Code * JavaScript proficiency | * Workflow Management * Data Migration * Process Automation * Functional Testing * LWC * Triggers |

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**Experience**

**Salesforce Consultant/ Business Analyst** | 07/2023 - Current

**360 Degree Cloud**

* Developed and tested custom Salesforce solutions to meet customer requirements.
* Resolved technical issues related to integration, customization and implementation of Salesforce applications.
* Provided end-user support such as troubleshooting errors in existing functionality or providing workarounds when required.
* Configured profiles, roles, sharing rules, workflow rules, according to client's requirement.
* Collaborated with stakeholders to define business objectives and develop functional requirements for new implementations or upgrades.
* Developed Apex triggers, classes, VisualForce pages and components to customize Salesforce features.
* Performed data migration from legacy systems into Salesforce CRM.
* Documented system design, configuration, testing processes and results.
* Created user groups and configured workflows and assignment rules to enable proper routing of leads to marketing members.
* Provided post-implementation support to assist end-users in creating reports, dashboards, and certain administration tasks.

**Salesforce Consultant** | 11/2020 - 07/2023

**Cloud Analogy - Noida, India**

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* Integrated Salesforce with external systems such as ERP systems and payment gateways.
* Analyzed business needs of customers and provided solutions by leveraging the features of Salesforce platform including Force.com sites and Communities portal setup .
* Performed troubleshooting activities related to application errors or bugs arising due to customization or integration issues.
* Designed user interfaces for Salesforce applications with Lightning Web Components and Aura components.
* Integrated Salesforce with third-party systems using REST/SOAP APIs.
* Performed Data Migration activities between different environments and used different tools like Dataloader.io or Jitterbit for data import and export operations.
* Configured profiles, roles, sharing rules, workflow rules, according to client's requirement.
* Integrated third-party applications with Salesforce using web services.
* Customized dashboards to track usage for productivity and performance of business centers and sales teams.
* Configured custom objects, fields, page layouts, record types for various business units within Salesforce.
* Created customized reports and dashboards to track sales performance metrics.

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**Education and Training**

**Greater Noida Institute of Technology - Bachelors of Technology**

01/2020

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**Certifications**

* Salesforce ADMIN
* Salesforce PD1
* Copado Fundamental

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**Languages**

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| **Hindi :** First Language : | |
| **English :** C2    Proficient (C2) : |